



Visual VDS

EFFICIENCY · TIMING · TEAMWORK · RESULTS

Kitchen Display System



Visual VDS does for kitchens what POS does for front-of-house

Visual VDS is an ordering and information system for increasing kitchen efficiency, productivity and food quality. VDS screens replace some or all of the printers in the kitchen and bring some "smarts" to the kitchen ordering process, managing the order from start to finish with timers, highlights and other tools to maximize kitchen efficiency. A kitchen would typically have one or more expeditor screens (sometimes a second one is used for take-out orders) and multiple prep stations. Orders are timed so that items with different prep times can be synchronized to be completed by the stations at the same time, increasing product quality and decreasing ticket times. A survey of food quality at a major chain that installed our VDS system found that kitchen related complaints fell by 70% after the system was installed.

With Visual's innovative VDS graphical user interface, restaurant operators can customize the routing and display attributes of every item and every order on each kitchen display screen, highlighting item and order details with user-defined colors, fonts and formatting. All in-store team members have access to real-time speed of service information for monitoring the status of the kitchen, and integrated alerts ensure proactive responses to key events. Additionally, restaurant and corporate management can meaningfully capture and compare critical production and speed data to further improve operations and guest service.

Common Road Blocks in a Busy Kitchen

- Long and Complicated Orders
- Heavy Volume & Rush Hours
- Disorganized Prep Stations
- Frequent Staff Turnover
- Kitchen Waste



How VDS Dodges the Road Blocks

- VDS displays only the orders that are currently due at the correct prep station reducing clutter and confusion
- Records all details of every order and delegates to designated prep stations for assembly
- Handles heavy volume with ease and accuracy
- Organizes food stations and increases flow in the kitchen
- Creates a user-friendly environment for any employee
- Increases order accuracy to eliminate waste in the kitchen



Table service restaurants rely on Visual VDS to improve ticket times, table turns, volumes, and food quality while eliminating costly printers or the need to manually time and call out orders from a central kitchen location. The VDS also enhances guest satisfaction because hot food goes out hot and cold food goes out cold – and it goes out quickly. Powerful delay routing ensures individual items are displayed at specific prep stations in the kitchen, based on the cook times for all items on that order for each course. Changes made to the status of each item at each prep station – such as fired, cooking, prepared – are simultaneously indicated at the expeditor station at the order level, ensuring servers and managers know with a glance the status of their items and orders. Once orders are completed in the kitchen, they can be re-consolidated and printed at the expeditor screen for immediate delivery to the guests.

Advanced capabilities and key benefits include:

- Call attention to item and order details and status with colors, fonts, and font formatting
- Route at the item and order level while displaying average cook times at prep stations and average order times at pack stations
- Sophisticated touch functionality and bump-bar options at any kitchen display station screen
- Powerful, efficient, and redundant with extensive point-of-sale interaction when combined with Toshiba Flight table-side ordering
- Improve ticket times, table turns, volumes, food quality and guest satisfaction while eliminating costly printers or the need to manually time and call out orders
- Dynamically display menu cards within the VDS to enhance accuracy, efficiency, and training while cutting down on clutter and print costs
- Fully integrated so operators can capture and use production data within the kitchen while also making the critical data available to the entire restaurant

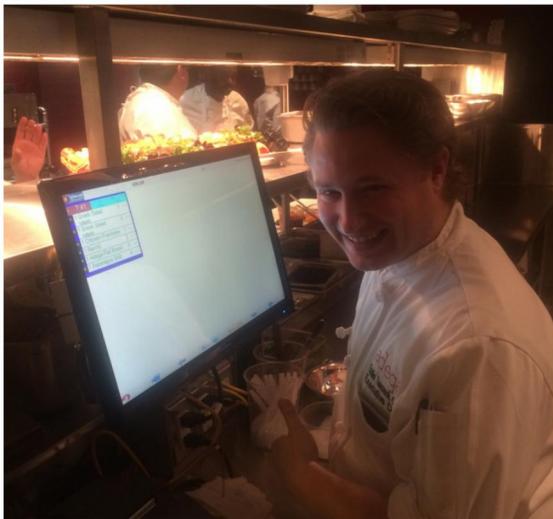
Visual VDS is like having a second expeditor in your kitchen. It provides highly visible, real-time information to manage and control kitchen efficiency, which drives customer satisfaction. Mounted in your kitchen or food prep area, this seamlessly integrated, intuitive, graphical system displays food orders for preparation and monitors the timing of orders for your "Speed of Service." Visual VDS also provides feedback about the status of each table and captures service times for management reporting.

Often business owners hesitate to implement new technology because they are unsure of how it will work with their current technology infrastructure. This is not an issue with Visual VDS because it was designed to integrate seamlessly with Toshiba VisualTouch POS systems. The System runs on VT Platforms using color touch-screen displays and bump-bar options. Visual VDS sends orders directly from the Point of Sale to the various prep areas. Using this system provides a much more sophisticated and streamlined look and eliminates the possibility of misplaced or unreadable printed tickets while providing a higher level of management control and customer service.



Information at your fingertips to reach a higher level of customer service

Visual VDS allows instant transmission of orders to the kitchen and constant status updates in order to achieve the best utilization of kitchen equipment. Coordinate the actions of hosts, wait staff, kitchen staff, and bussers to give diners the best level of service possible and thus build customer loyalty. All data is captured for real-time reports on kitchen performance and other service parameters, allowing for guest recovery before a table departs. Utilize the multitude of features to maintain a precise report of table and order status to provide superior service to guests.



"Visual VDS monitors prep times to improve orders when needed and immediately spots problems with production."

Critical information on order preparation and speed of service is displayed through an automated clock against each table that issues warnings if time standards are not being met. Intuitive icons allow commands for Rush Orders, VIP, and Void status. Order information, such as "Course", "Item Started", "Item Finished" and "Order Recall", is readily available through display functions.

Detailed reporting and statistical information captures service times for each guest check and table. Average prep times are continuously displayed for different courses at various stations. Real-time reports can be generated on kitchen performance.

Profit From:

- High powered combination of front-of-house and back-of-house technology
- Increased productivity and customer service to provide a better guest experience
- Improved meal quality as customers get the freshest possible meals
- Advanced efficiency and reduced service delays allows for quicker table turnover at busy times
- Save money on rising paper cost

Save Time: With VDS you can customize the way orders are displayed on the monitor inside the kitchen using different colors and fonts. This makes it easy for kitchen staff to quickly identify ingredients necessary to prepare the order. Items will be prepared fast and efficiently, saving on a lot of production time.

Save Environmental Resources: Instead of printing each order on a ticket, they are displayed in an easy to view grid on a monitor, which operates using less electricity and uses no wasteful paper.

Save Business Supplies: Because orders must be entered the same way every time at the Point of Sale, wait staff will enter orders with less error. There is also less opportunity for kitchen staff to misinterpret an order tickets and as a result have to prepare a dish twice, saving your business time and product.

SAVE PAPER, SAVE GREEN

TOSHIBA
Leading Innovation »»

Affordable and powerful integrated system is designed to enhance the efficiency of a busy restaurant kitchen while also increasing customer satisfaction and service.